

From: Glen Baker/=Lexus/Toyota. Sent:9/21/2009 5:16 PM.  
To: [ - ] George Morino/=TMS/Toyota@Toyota.  
Cc: [ - ] Bob\_Waltz@Toyota.com; Brent\_Craig@Toyota.com; David Weigand/=Scion/Toyota@Toyota; Enrique Orozco/=TMS/Toyota@Toyota; Gary E. Smith/=TMS/Toyota@Toyota; jim\_wimmer@toyota.com; Kasra Fardoost/=Scion/Toyota@Toyota; Michelle Drapeau/=TMS/Toyota@Toyota; Nancy Fein/=TMS/Toyota@Toyota; Renee Williams/=Scion/Toyota@Toyota; Rochelle Harma/=TMS/Toyota@Toyota.  
Bcc: [ - ] .  
Subject: Re: Toyota All Weather Floor Mat Q&A.

Thanks George we'll get it in the hands of the reps....  
Glen

George Morino/TMS/Toyota  
09/21/2009 04:06 PM  
To Glen Baker/Lexus/Toyota@Toyota  
cc Nancy Fein/TMS/Toyota@Toyota, Bob\_Waltz@Toyota.com, Gary E Smith/TMS/Toyota@Toyota, Brent\_Craig@Toyota.com, jim\_wimmer@toyota.com, David Weigand/Scion/Toyota@Toyota, Michelle Drapeau/TMS/Toyota@Toyota, Kasra Fardoost/Scion/Toyota@Toyota, Enrique Orozco/TMS/Toyota@Toyota, Renee Williams/Scion/Toyota@Toyota, Rochelle Harma/TMS/Toyota@Toyota  
Subject Toyota All Weather Floor Mat Q&A

Glen:

I greatly appreciate your efforts in addressing any Toyota All Weather Floor Mat consumer contacts you may be receiving in light of the activity at the dealerships and the resulting media coverage.

The attached Q&A has been prepared for use by the Toyota Call Center. If you would assure it is distributed among your staff as needed.

We hope this information is helpful.

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-3392  
Fax 310-468-3399

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.